



Broome Historical Society
Volunteer Information Kit

Welcome to the Broome Historical Society.

Thank you for your interest in joining us and we hope your volunteering is enjoyable and rewarding.

Mission

We aim to inspire people to explore the rich cultural heritage and history of the Broome region.

Values

- To promote the history and multicultural heritage of Broome and surrounds by providing opportunities for education and research.
- To collect and preserve objects, photographs and archival materials illustrating the heritage and evolving history of the Broome region.
- To promote the preservation of the archaeological, historical, and architectural heritage of the Shire of Broome.
- To collaborate with Traditional Owners to record and document their stories.

Vision

- To encourage our diverse audiences to reflect on the past, understand the present and influence the future.
- To engage and connect the community through culturally diverse and rich experiences facilitating learning.
- To ensure the collection is meaningful to the Broome community.
- A sustainable community organisation with roots in the past and a vision for the future.

Principles of Volunteering

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid
- Volunteering is always a matter of choice
- Volunteering is not compulsorily undertaken to receive pensions or government allowances
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteering is an activity performed in the not for profit sector
- Volunteering is not a substitute for paid work
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- Volunteering respects the rights, dignity and culture of others; and
- Volunteering promotes human rights and equality

Source acknowledgment: VOLUNTEERING AUSTRALIA

Volunteer Policy

Introduction

The Broome Historical Society involves volunteer participation at all levels of its operation. It encourages an environment of mutual respect, where committee of management and volunteers work towards the aims and objectives as outlined in the Broome Historical Society mission statement.

The Broome Historical Society accepts its obligations as outlined in this policy.

The purpose of this policy is to outline the overall framework to be applied to the roles and responsibilities, engagement, induction and management of volunteers within the Broome Historical Society.

Responsibilities of the Volunteer:

- Understand the objectives, role and operating procedures and abide by the policies of the Broome Historical Society.
- Make realistic commitments to the museum in terms of time and ability and acknowledge the right of the museum to expect these commitments to be fulfilled.
- Respect other volunteers and their rights.
- Acknowledge that all work produced through activities performed on behalf of Broome Historical Society remains the property of BHS and is protected by copyright laws.
- Maintain security and confidentiality.

Responsibilities of Broome Historical Society:

- Provide volunteer tasks that are appropriate to the volunteers' skills, abilities and interests.
- Provide volunteers with information, supervision and training in order to perform their task.
- Provide volunteers with a safe workplace.
- Provide volunteers with appropriate insurance cover.
- Reimburse volunteer expenses, other than travel expenses, by prior arrangement with the Committee of Management.
- Uphold the principles of Equal Opportunity.
- Acknowledge the rights and contributions of volunteers.
- Define volunteer roles and job descriptions.

Code of Conduct for Volunteers

The Code of Conduct is the standard of behaviour governing volunteers for the Broome Historical Society. All volunteers must act in accordance with the Code.

During the course of his/her employment with the Broome Historical Society a volunteer must:

- Behave with honesty and integrity.
- Act with care and diligence.
- Treat everyone with respect and without harassment, victimisation or discrimination.
- Comply with all applicable Australian law. Australian law means any State or Territory Act or instrument under an Act.
- Comply with any lawful and reasonable direction given by a person having authority to give the direction.
- Maintain appropriate confidentiality and information acquired by the employee in the course of his or her employment.
- Disclose, and take reasonable steps to avoid, any conflict of interest in connection with his or her employment.
- Use the resources in a proper manner.
- Not knowingly provide false or misleading information in connection with his or her employment
- Not make improper use of a) information gained in the course of his or her employment or b) the employee's duties, status, power or authority—in order to gain, or seek to gain, a gift, benefit or advantage for the employee or for any other person.
- Declare a gift in the course of his or her employment or in relation to his or her employment as prescribed by the regulations.
- At all times behave in a way that does not adversely affect the integrity and good reputation of the Broome Historical Society.
- Comply with any other conduct requirement that is prescribed by the regulations.
- When acting in the course of his or her employment, must behave in a way that upholds the Principles of Volunteering (according to the National Standards for Involving Volunteers in Not For Profit Organisations).

Workplace Health and Safety

All personnel and volunteers have workplace health and safety responsibilities. For volunteers, the responsibilities include:

- participating in workplace specific inductions as instructed by their supervisor.
- complying with instructions given by their supervisor.
- reporting any hazards identified to their supervisor using the appropriate form.
- using Personal Protective Equipment as required after being properly instructed in its use.
- not recklessly interfering with or misusing anything provided for workplace health and safety at the workplace.
- not wilfully placing at risk the workplace health and safety of themselves or any person.

Complaints Procedure

The Broome Historical Society works towards an idea of "mutual cooperation" in which volunteers have an equitable relationship with each other and that all volunteers feel their rights and responsibilities are respected.

A grievance is a real or perceived cause for complaint. You may have a grievance about how you have been treated by another volunteer or staff member.

Step 1

The aggrieved volunteer is encouraged to explore the problem/situation directly with the person(s) involved; clearly outlining what he/she feels should be done to alleviate the situation.

Step 2

If this is not an option for you discuss the matter directly with the Volunteer Coordinator or an Executive Member of the Broome Historical Society Committee.

Step 3

The parties involved will be asked to comply with the best solution that has been identified by all involved. All information will be treated in the strictest confidence.

Harassment

Broome Historical Society will not tolerate any form of harassment or bullying in the work place or any other venue from which its programs are being delivered. Any volunteer who is found to have acted in such a manner may be required to undertake counseling or may have their voluntary role terminated.

Operational Procedures

Engagement

Members of the public wishing to volunteer need to complete a Volunteer Application Form and sign a Volunteer Agreement. The membership payable for one year is five dollars.

Training

The volunteer coordinator will coordinate the provision of compliance specific training relevant to the particular area/s in which volunteers will be involved.

Insurance

Volunteers are covered for personal accidents that occur at the workplace under the Broome Historical Society Volunteers insurance policy.

Intellectual Property

All intellectual property created by volunteers in the course of their employment is owned by the Broome Historical Society where generation of the intellectual property has required the use of Broome Historical Society resources.

Resignation

Volunteers may withdraw their services at any time; however provision of at least two weeks' notice would assist the coordinator maintaining rosters.

Termination

Where a volunteer's behaviour or performance is determined by the Management Committee/Manager to be unsatisfactory, verbal warnings may be given prior to termination of the volunteering arrangement. In cases where behaviour or performance is determined by the Committee/Manager to pose immediate and/or significant danger or harm to others or is regarded as significantly inappropriate or contrary to the volunteer Code of Conduct termination may be made immediately.

Smoking, Alcohol and Drugs

Smoking is not permitted inside the building/s. Smokers are requested to abide by the smoking policy and dispose of waste products in a safe manner. Illegal drugs are not permitted on the premises. Alcohol is only permitted during organised events.

Service Standards

The Broome Historical Society takes pride in delivering a high level of customer service to the general public, whether they are visitors, operators, students, clients, councillors, or others.

People judge the Broome Historical Society by the service they have received personally. As a volunteer their level of performance is assessed on how efficiently they serve the visiting public and clients. Public relations are an important aspect of the job.

Working hours

Volunteer hours are to be within the operating hours of the Broome Historical Society Museum or at other times negotiated between the volunteer and the supervisor. Front desk volunteers generally work a three and a half hour shift once a week, fortnight or month.

Reimbursement

Volunteers will be reimbursed for pre-approved out of pocket expenses incurred on behalf of the Broome Historical Society.

Activities and Amenities for Volunteers

All volunteers are encouraged to attend events managed by the Broome Historical Society, such as event days, functions and training programs.

The monthly meeting is held at 4.15pm on the second Monday of the month, and all volunteers are welcome to attend.

Coffee, tea and refreshments are provided free of charge in the Museum tearoom.

Volunteer Duties

Volunteers at the Broome Museum assist in the front-of-house reception who meet and greet Museum visitors. Other volunteer positions are advertised when vacant.

Front Desk Volunteer:

Key Responsibilities	<p>They may include but not limited to:</p> <ul style="list-style-type: none">▪ Man the reception desk and greet museum visitors.▪ Follow opening and closing procedures.▪ Provide hospitality to visitors.▪ Receive entrance fees and keep record of visitor's statistics.▪ Handle donations and merchandise.▪ Answer questions on the history of Broome.▪ Sell books and merchandise from the bookshop.
Skills, experiences and attributes	<ul style="list-style-type: none">▪ Ability to work independently.▪ Ability to handle cash and EFTPOS sales.▪ Able to organise the designated tasks within the role.▪ Must be 18 or older.
Training	<ul style="list-style-type: none">▪ Induction▪ Peer support
Benefits	<ul style="list-style-type: none">▪ Learning about Broome's unique history and culture.▪ Meeting local people.▪ Meeting visitors to Broome and sharing our unique history.

Resources:

- Volunteering Australia, National Standards for involving volunteers in Not for Profit Organisations
 - Induction Package for Volunteers, Sue Atkinson, Arts Tasmania and Museum
 - National Standards for Australian Museums and Galleries - Version 1.2 November 2011
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Volunteer Agreement

I have received a copy of the Broome Historical Society Volunteer Information Kit.

I will abide by the Broome Historical Society Policies and Procedures.

Name: _____

Address: _____

Signature: _____

Date: _____